

DAS Customer Council Meeting

November 18, 2008

Members Present

Charlie Krogmeier, Chair, Department of Management, Ray Walton, Vice-Chair, DAS; Lee Wilkinson, DOT; Brad Hier, DOC; Margaret Thomson, IDALS; Joan Moll, DHR; Keith Greiner, ICSAC; Greg Anliker, Elder Affairs; Larry Murphy, Judicial; Mary Jane Olney, Cultural Affairs, Nicole Gehl, Commerce-ABD; Roger Stirler, Revenue, Bill Gardam, DHS; Mark Brandsgard, Legislative–House; Michael Marshall, Legislative-Senate.

Members Absent

David Heuton, DPS

Others Present

Teresa McMahon, DOM; Deb Bassett, DOM; Nancy Williams, DAS/GSE; John Gillispie, DAS/ICN; Calvin McKelvogue, DAS/SAE; Debbie O'Leary, DAS/GSE Procurement; Paul Carlson, DAS/D&C; Laura Riordan, DAS/Marketing; Lorrie Tritch, DAS; DAS/HRE; Mark Johnson, DAS/Legislative Liaison; Julie Sterk, DAS Finance; Bill West, DAS/HRE.

Call to Order

Meeting was called to order by Chair Charlie Krogmeier at 1:00p.m.

Welcome & Roll Call

Member roll call was taken by Nancy Williams.

Approve Minutes of October 21, 2008 meeting

Joan Moll suggested deletion of the sentence "I don't think that is in any way a general statement of all of DAS operations in the general description of the rules", stating it really had no purpose.

MOTION: Larry Murphy moved to approve the minutes with the change discussed. Bill Gardam seconded the motion. Motion passed.

Approve alternates for Council Members – Action item

- Lee Wilkinson Alternate – Steve Gast, Division Administrator, Dept. of Transportation
- David Heuton Alternate – Marty Deaton, Dept. of Public Safety
- Roger Stirler Alternate – Rich Jacobs, Division Administrator, Dept. of Revenue

MOTION: Margaret Thomson moved to approve Steve Gast, Marty Deaton and Rich Jacobs as alternates on the Council. Mark Brandsgard seconded the motion. Motion passed.

MOTION: Mark Brandsgard moved to approve David Schrader as his alternate. No second received. Mr. Brandsgard withdrew his motion.

Mark Brandsgard asked that David Schrader be on the next agenda for approval as his alternate.

By-Laws Approval

No changes suggested on the by-laws.

MOTION: Greg Anliker moved to approve the By-Laws as presented. Keith Greiner seconded the motion. Motion passed.

Customer Complaints Resolution Process

Members discussed changes at length, changes indicated:

- "The Department of Administrative Services Director's Office is the point of contact for general customer questions and complaints." – The word "general" was added and this sentence to be moved above the Purpose.

- Under Process, the sentence should now read, – “If a customer raises an issue concerning rates, the process for establishing rates, or the designation of a service as a “utility” after the established customer comment period, the following customer complaint procedure applies.”
- Under Process - #1 last sentence to read, “The customer shall submit this information to the Council Chair and the DAS Director.

MOTION: Bill Gardam moved to approve the Customer Complaints Resolution Process with the above changes. Lee Wilkinson seconded the motion. Motion passed.

Business Plan – update from subcommittee

Larry Murphy advised the subcommittee met and discussed the “Basic Business Plan Outline” distributed to everyone.

Mark Johnson discussed the rough draft DAS Business Plan noting items to be added, some specific information he is waiting for to add and asked that members review this document and e-mail any suggestions to him. Mr. Johnson indicated he will be moving some of the items around to make the plan flow better and welcomes suggestions.

Proposed Business Plan will be on the January, 2009 agenda for approval.

2009 meeting schedule discussion

After brief discussion, the attached proposed 2009 meeting calendar was approved.

Comments by Council members

None

Future Agenda Items Discussion

Agenda items for the December and January meetings discussed. After discussion it was determined the December meeting is cancelled. The next meeting is scheduled for January 16, 2009.

If you have agenda items for January, please e-mail to Deb Bassett at DOM.

Close and Adjourn

Adjourned at 1:45 pm

Respectfully submitted,
Nancy Williams, DAS/GSE